

Inventor One Given Name : Michael P.
Family Name :: Lilly
Postal Address Line One :: 378 Patten Hill Road
City :: Candia
State/Province :: NH
Country :: USA
Postal or Zip Code :: 03034
City of Residence :: Candia
State/Prov. of Residence :: NH
Country of Residence :: USA
Citizenship :: USA

Correspondence Information

Correspondence Customer Number :: 021323

Application Information

Title Line One :: SYSTEM AND METHOD FOR DETERMINING AND
Title Line Two :: REDUCING CUSTOMER SERVICE IMPACT
Total Drawing Sheets :: 20
Formal Drawings :: Yes
Application Type :: Utility
Docket Number :: LLY-004

Representative Information

Representative Customer Number :: 021323

Continuity Information

This application is a :: Continuation-in-Part
> Application One :: 09/421,834
Filing Date :: October 20, 1999
which is a :: Claims benefit of
>> Application Two :: 60/105,129
Filing Date :: October 21, 1998
This application is a :: Continuation-in-Part
> Application Three :: 09/593,336
Filing Date :: June 14, 2000
which is a :: Continuation
>> Application Four :: 09/065,932
Filing Date :: April 24, 1998
Patent Number :: 6,088,626
which is a :: Continuation
>>> Application Five :: 08/250,179
Filing Date :: May 27, 1994
Patent Number :: 5,787,000
This application is a :: Claims benefit of
> Application Six :: 60/160,447
Filing Date :: October 19, 1999

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